



Crucial Conversations for HR Professionals

Whatever the issue – from poor productivity or declining quality to lack of team work or strained relationships, it's likely that you're experiencing the effects of a conversation that has not been held, or has not gone well. The award-winning **Crucial Conversations** training approach introduces you to a set of tools that help build alignment and agreement while enhancing your interpersonal communication skills.

Learn how to initiate and facilitate a spirited dialogue at all levels in your organization. Learn how to promote the best ideas, save time by holding fewer meetings, experience less disagreement and build more consensus with better decisions.

Key Learning Points:

- Resolve disagreements – accurately address concerns by talking respectfully, candidly and skillfully with someone in a safe way.
- Build acceptance rather than resistance – give and receive feedback in a way that enhances relationships and improves results.
- Speak persuasively, not abrasively – effectively talk about high stake, emotional and controversial topics.
- Foster teamwork – get the right people involved in a way that ensures better decision making and guarantees commitment and conviction.

When: February 22-23, 2010 ~ 8:00 am – 4:30 pm

Where: Department of Personnel; 600 S. Franklin; Olympia 98504

Course Code: 01-03-EC03

Cost: \$300 – Includes Crucial Conversations Participant Toolkit with audio companion and a copy of *Crucial Conversations: Tools for Talking When Stakes are High*

This is a special offer for HR professionals.

Registration/Questions: Contact Rachael Stich at 360.664.1932 or RachaelS@dop.wa.gov